

Support
The **NYC H+H Enterprise Service desk** is available 24/7. Call: 877-934-8442 or Email EnterpriseServiceDesk@nychhc.org with a detailed description of the issue and your contact information

Sustainable Training Classes





	Intended Audience	Description	Link:
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ASAP ED Clerk	Medical ED Clerks, Psych ED Clerks	Learn how to arrive/mini-reg a patient, review the patient tracking tools, events narrator, consult tracking, transport requests, and schedule follow-up appointments	 <p style="text-align: center;">ASAP ED Clerk Friday October 16, 2020 at 1 pm</p> <p style="text-align: center;">Click Here</p>
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Ambulatory Lab Tech	Inpatient and Outpatient phlebotomists and lab techs	Learn how to print lab labels, document the collection of specimens, and use Rover Mobile devices. We will also learn how to search the patient’s chart to find lab orders if needed and how to release inactive orders in the system.	 <p style="text-align: center;">Ambulatory Lab Tech Friday October 16, 2020 at 9 am</p> <p style="text-align: center;">Click Here</p>
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Cadence Cashier	Cashiers	Learn how to balance your Cash Drawer. Covered areas also include credit card authorization, resolve discrepancies and close your cash drawer and refunding POS payments.	 <p style="text-align: center;">Cadence Cashier Friday October 16, 2020 at 1 pm</p> <p style="text-align: center;">Click Here</p>
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Cadence Referral	Referral Managers, Referral Users and Referral Coordinators	Learn how to schedule referrals and work the referral workqueue. Covered areas include transcription, creating a referral record while scheduling and documenting insurance approval for referrals.	 <p style="text-align: center;">Cadence Referral Friday October 16, 2020 at 9 am</p> <p style="text-align: center;">Click Here</p>
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ClinDoc Manager Reporting Work Bench	Various Inpatient Managers, QI Staff	This class is for any Manager who needs to use, access and run reports. Students learn how to effectively use their Dashboard and find/access/run reports. Reporting Workbench, one of Epic’s reporting tools, is taught and students learn how to run their own reports from Reporting Workbench	 <p style="text-align: center;">ClinDoc Manager Reporting Work Bench Friday October 16, 2020 at 1 pm</p> <p style="text-align: center;">Click Here</p>
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ClinDoc Respiratory Therapist	Respiratory Therapists	This course covers patient list management, work list tasks, chart review, documentation in flowsheets and writing notes.	 <p style="text-align: center;">ClinDoc Respiratory Therapist Friday October 16, 2020 at 9 am</p> <p style="text-align: center;">Click Here</p>
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ClinDoc Social Work

Inpatient Social Worker

This course covers patient lists management, chart review, documenting assessments, care plans, patient education, Home Health Referrals and writing notes including the patient treatment plan



[Click Here](#)

ClinDoc Social Work
Friday October 16, 2020 at 9 am

Grand Central Authorization/Certification Staff

Authorization/Certification Staff, HCI's

In this course you will learn how to find patients that need authorization or certification, and to enter benefit, authorization, and certification information for a patient.



[Click Here](#)

Grand Central Authorization/Certification Staff
Friday October 16, 2020 at 1 pm

Grand Central Financial Counselor

Financial Counselors, HCI's and Utilization Review Staff

In this course you will learn the basics of navigating and using account maintenance and registration to update data related to a patient's account. You will also learn how to add Federal Poverty Level information and work with Pending Medicaid coverages



[Click Here](#)

Grand Central Financial Counselor
Friday October 16, 2020 at 9 am

